

Violence



Your tenancy agreement prevents you from using violence (or the threat of violence) to force someone who is entitled to live in your home to leave the property permanently. If you do so, you could lose your home.

Domestic violence is “the mental, physical, sexual, emotional, psychological, and/or economic abuse of one person by another who is or has been in a relationship with them. The relationship may be between partners, ex-partners or other family members. Children involved will also suffer direct or indirect abuse”.

If you suffer from domestic violence we will help by:

- taking a supportive and victim-centred approach to requests for help
- giving you the opportunity to talk to a same sex member of staff at a mutually convenient place
- offering advice on temporary housing arrangements
- providing a list of local agencies which can give you specialist help
- completing essential repairs needed as a result of a violent incident as a priority
- considering priority re-housing for tenants who are experiencing violence or in danger of doing so.

Emergency temporary accommodation can be arranged once we have completed enquiries. This is usually in a refuge or hostel-type accommodation in Liverpool or outside the city.

Help is also given with permanent housing and support is available throughout the process. You can report an incident by:

Email: wecanhelp@liverpool.gov.uk

Telephone: 0800 731 1313 (freephone)

Textphone: 0151 225 2500

In an emergency dial 999.

You can also get help and advice from:

- Liverpool Women's and Children's Aid: 0151 727 1355
- Amadudu: 0151 734 0083
- NSPCC (National): 0800 800 5000
- Merseyside Police Liverpool North Domestic Violence Unit: 0151 777 4586
- Merseyside Police Liverpool South Domestic Violence Unit: 0151 777 5085
- Worst Kept Secret: 0800 028 3398
- Fire in Ice: 0151 707 2614 (men only)
- Age Concern: 0151 330 5678
- Irish Community Care: 0151 707 4302
- RASA: 0151 666 1392
- Speke Garston Domestic Violence Project: 0151 486 3999 or 0800 083 7114 (freephone)
- Victim Support South: 0151 727 2710
- Victim Support North: 0151 298 2848
- Homeless Families: 0151 233 3027
- Housing Advice: 0151 233 3000
- Armistead: 0151 227 1893 (for same sex relationships)
- The Gender Trust: 0845 231 0505

The Freedom Programme is currently available for women and will be available for the lesbian, gay, bisexual and transgender communities shortly. The women's programme contact is Detective Inspector Gary Williams, FSU Lower Police Station, Lower Lane, Liverpool, L9 6DS. Telephone 0151 777 4581.

If you are able to arrange your own temporary accommodation, e.g. with relatives, you should contact your neighbourhood housing office. Staff will discuss re-housing if this is what is required and may arrange to end the existing tenancy. The target time for re-housing from any type of temporary accommodation is within three months.

The elderly are particularly vulnerable to abuse from family members and others who have 'befriended' them.

Help is available to them in exactly the same way as others suffering from violence. If this is affecting you or someone you know, contact any of the above for assistance or contact the local Social Services office.

Conduct towards staff - we are people too!

Liverpool Mutual Homes takes Health & Safety responsibilities towards staff very seriously.

We will not, under any circumstances, tolerate any violent, aggressive, threatening or abusive behaviour from any customer.

Anyone engaging in any behaviour, activities or indeed any other forms of anti-social conduct towards LMH employees, agents or contractor representatives, will leave themselves open to formal legal action.

Head Office:

Commutation Plaza, 1 Commutation Row, Liverpool L3 8QF

Tel: 0800 678 1890

Repairs:

Tel: 0800 678 1894

www.liverpoolmutualhomes.org

